



**The Tutbury Practice Patient Forum Minutes of the Meeting
Wednesday 18th September 2019 between 1pm and 3pm.
Meeting held in the Village Hall, Monk Street, Tutbury.**

Present.

Patient Representation: JG Chair, JB Secretary, MB, AG, RH, CH, DM, FT, SAR, BW

Pharmacy Representation: Heet, Good Life Pharmacy, Hatton KMcC, Dean & Smedley Pharmacy

Guest Speakers: Judith Parry, Places of Welcome Facilitator and Toolbox. (From 2pm)
Claire Dearden, Medicines Optimisation Manager, Staffs and Stoke on Trent CCG's. (From 2.20pm)

1. Opening Remarks by JG Chair.

The meeting was opened by the Chair, JG, welcoming everybody present. The Chair, JG, informed the members of the sudden death of KW who had been an active member of the group. The Secretary, JB, had represented the Forum at his funeral.

2. Apologies for Absence.

Apologies had been received from:

Patient Representation: RR Vice Chair, SB, MC, AT, EJ, BR, JS, DM,

Practice Representation: RB, Practice Manager

Pharmacies Representation: LF, Good Life Pharmacy
JW, Dean & Smedley Pharmacy

3. Approval of the Minutes from the Meeting held on 17th July 2019.

There were no issues raised on the Minutes. FT proposed approval which was seconded by JB. The Minutes were signed by the Chair, JG, as being a true record of the proceedings.

4. Action Log Update

(i). Update on possible siting of a cycle rack

The Secretary, JB, had sourced and purchased a second bicycle rack. All details had been sent to RB, Practice Manager, regarding proposed location, (external front wall of the Health Centre on the slabbed path). RB has reviewed this with NHS Property Services who are happy for the installation to take place so long as all bolts sealed to prevent water ingress. The racks will be fitted when the bench is installed.

(ii). The Installation of a Bench outside the surgery.

A further quote had been received but was dismissed as extremely expensive. Since, a local person had viewed the job and sent a quote for installation of both the bench and bicycle racks. The quote was accepted by the Forum Chair, Vice Chair and Secretary. All documentation and Risk Assessments have been forwarded and passed by NHS Property Services and work will take place early November.

(iii). Possibility of Defibrillators being put on Google Maps

Action still outstanding.

5. Practice Update.

With the Practice Manager, RB, being unable to attend the update was given by JB, Forum Secretary

(i). Patient Registered Numbers

Our registered patient numbers are now standing at 7713 1st September 2019, an increase of 61 since July.

(ii). Clinical System Reliability

We have over the past few weeks experienced quite a number of occasions whereby the clinical system has been unavailable. These issues have been both locally and nationally wide and we would like to thank patients for their support and understanding when contacting the surgery to make appointments, for reviewing test results and chasing prescriptions. The unavailability of the clinical system has a detrimental effect on our workload as we are unable to process prescriptions, scan hospital letters and results onto patients' medical records and make appointments promptly. We thank patients for their understanding during these times and request that they bear with us.

(iii). Accu R X

We are currently trialling a new text messaging system to text patient's results. We need patients to ensure we have their correct mobile numbers in order to use this service. It will save the patient ringing for the results and therefore free up the telephone lines, hopefully.

(iv). Seasonal Flu Clinics

We have now set up seasonal Flu Clinics and the uptake for the over 65 years has been good. The under 65 years is slow to start. We are offering various clinics in October.

Over 65's Clinics – 1st, 2nd, 8th, 9th, 12th, 15th, 16th, 22nd, 23rd, 29th, 30th October

Under 65's Clinic – 12th, 14th, 15th, 22nd, 23rd, 30th October & 4th November

(v). Care Quality Commission, (CQC), Visit

The CQC Visit went ahead on the 24th July. The visiting team comprised of a Practice Nurse, retired GP and retired Practice Manager. The day was full on and we gained a rating of good overall with some areas of improvement. The main improvement process they identified was the monitoring of patients who are prescribed Warfarin medication. We have improved this monitoring process and now request that patients obtain and supply us with a letter detailing their most recent blood results. As we do not dose patients at the Practice this information was not normally kept by us however, we are now inputting this information into the patients' medical record for the GP to review when authorising the prescription.

SAR indicated that in all her history of taking / testing for Warfarin medication she has never been asked to confirm the figures. GP's have always trusted the patient.

The Chair, JG, and Secretary, JB, informed the members that they had a meeting with the CQC who requested information to be sent on our newsletter, work with ZS on the Carers Event and deFerrers Academy Year 10 Health Shows. Reference to these were put into the CQC full detailed report. The reports can be found by going onto <https://cqc.org.uk/> In the first drop down box choose GP Surgeries. In the second and third drop down boxes put Tutbury and it will go to the report summary. Here the full report etc can be opened.

(vi). Registrar Update

We bid a fond farewell to Dr Richards in August as he left to be a fully fledged GP at Bridge Surgery in Stapenhill and welcomed our new Registrar in August, Dr Toyin Popoola. Toyin is with us until December and has been a welcome addition to the team.

(vii). Do Not Attends

The Secretary, JB, had the data but indicated it appeared misleading as high figures had been shown. As with earlier in the year they would have been affected by the computer issues mentioned above.

(viii). Friends and Family, Figures January – August 2019

Extremely Likely	1566
Likely	150
Neither likely / unlikely	26
Unlikely	19
Extremely unlikely	49
Don't Know	6
Total	1816

6. Feedback from East Staffordshire CCG Governing Body, East Staffordshire CCG Patient Board and the East Staffordshire District Patient Engagement Group, and Virgin Care

The Forum Secretary, JB, who is the Vice Chair of both the East Staffs CCG Patient Board and the East Staffs District Patient Engagement Group, gave the following verbal feedback

(i). Governing Body

The East Staffs CCG AGM was held on Thursday 1st August at the Pavilion, Branston Golf Club between 2.30pm and 3.30pm. The full details, in terms of the presentations given, Patient Board Report Jan-July 2019 and the public Q&A session are attached to these minutes. The results of the vote on the 6 Staffs and Stoke on Trent CCG's becoming one organisation will be known later in September and when known will be sent to everyone.

(ii). The Patient Board

Due to holiday and other membership commitments there was no Patient Board meeting in August. The September meeting has been held. There is now a standing agenda item for the University Hospitals of Derby and Burton to come and give an update to the Board. The topic was to discuss the latest Care Quality Commission visit and report for the whole Trust. Other main topics discussed covered

- Patient Stories
- Medications Optimisation Talk from Claire Deardon
- Going forward with Community Services from April 2020
- Escalation topic from the East Staffs District Patient Engagement Group

(iii). The District Group

The District Group held its last meeting in August and was an evening meeting with the usual excellent turnout. The main discussions centred around the issues GP surgeries are experiencing with increases in patient numbers and the continuing

rise in house building within the area which will severely compound the situation going forward. Example on this were expressed by Trent Meadows Surgery in Branston where they are writing to patients outside the geographical boundaries being asked to relocate to surgeries in their area. The discussions concluded with this topic being immediately escalated to the East Staffs CCG Patient Board and the Chair of this Board will come and update the group members at their October meeting.

There was also a full feedback of the activities that Healthwatch have been undertaking over the past 12 months.

A full feedback was given on the East Staffs CCG Annual General Meeting by those members who attended. The Vice Chair, JB, also shared with the members one of the presentations given at the East Staffs CCG Annual General Meeting. This was given by Emma Keeling, EM, Commissioning Manager, East Locality and was about the cancer awareness programme that she has been working on. A brief explanation of the work being conducted was given and plans for the next stage, was to involve people to “spread” the word was discussed. EM will be attending the next District Group meeting to discuss in more detail. An NHS leaflet was handed out to the District members present highlighting the explanation of population screening and the timelines for some of the various screening currently available. One comment was is there information regarding prostate screening? and this is to be investigated.

NB. In terms of the surgery issues with patient numbers / lists above the topic was discussed by the Forum members present covering topics such as

- ***“where do 106 monies go when housing contracts are awarded”?***
- ***Are the CCG and NHS informed of the issues?***
- ***What are the “rules” around the movement of patients”***
- ***Would it be feasible to hold an extraordinary meeting with the major “players” involved? This to be looked into by the Secretary, JB***

(iv). National Association for Patient Participation, (NAPP)

The monthly e-bulletins have been circulated to all our members. The latest issue was the usual combined July / August bulletin.

(v). Virgin Care

As mentioned in July VC, had now given notice on withdrawing from the remaining part of the Improving Lives contract with the termination date of 31st March 2020. This follows on from VC giving notice in 2018 on termination from the Acute services part of the contract which has now taken place with all services involved being safely and securely transferred by the end of June 2019.

This second and thus full termination notice of the Improving Lives contract,

concerns the Community and Voluntary Services that VC currently are responsible for. As previously mentioned, the work has started on finding a new Community Provider to take over the service from 1st April 2020. The Secretary, JB, informed the members that he is involved, representing patients, but under the rules has had to sign confidentiality documents so can't give details.

7. Virtual Group Update.

There was nothing to report on the virtual group. Some people have moved from the area so no longer members and the Secretary, JB, will update the list.

8. Quiz Night

The quiz night held in July another success and as agreed the Daisy Chain, (Teenage Cancer), would be the charity to benefit. A further quiz night was held on 13th September and although numbers were low it was an enjoyable night. The overall total that the quiz nights have raised since their conception has now topped £7000. The last 2 quizzes for 2019 are on Friday 18th October and Friday 8th November, (this to be fancy dress with prizes for the winners. Theme can be Halloween, Guy Fawkes or early Christmas).

9. Presentation by Judith Parry, (JP), on Places of Welcome and Toolbox

JP was introduced to the members present and was there to give 2 short presentations of the work she is involved in namely, Places of Welcome and Toolbox.

(i). Places of Welcome, PW

- A PW is a place where anybody could go to, once only or every week, where they would be warmly welcomed, made to feel valued and included and would receive free refreshments, normally a drink and a biscuit and local knowledge about the neighbourhood the PW is based in.
- PW's are run by local community groups and volunteers.
- The purpose behind the formation of PW's was that every neighbourhood hopefully had places where all people could feel safe to connect, belong and contribute and develop community spirit.
- There are 5 principles that have to be in place in order for a PW to be set up and they are: **1) Place**: Places of Welcome are held in accessible and hospitable buildings, **2) People**: they are open to everyone regardless of their circumstances or situation and are staffed by volunteers, **3) Presence**: they are a place where people actively listen to each other, **4) Provision**: free refreshments are offered along with basic local Information and

5)Participation: Places of Welcome encourage participants to share their talents, experiences and skills with others.

- Currently seven Places of Welcome are in place within Burton and Uttoxeter.
- To find where a place of welcome is within an area you go onto placesofwelcome.org.uk scroll down and put in your post code and it will show details of groups within the selected area.
- Anyone interested in joining or setting up a Place of Welcome can apply via the leaflet attached with these draft minutes.

FT indicated that Hatton have a similar set up for people that meets within the local village hall on a Friday. JP would like to know more and handed out her contact details.

(ii). Toolbox:

- The South Staffordshire Network for Mental Health had been awarded a grant from the Big Lottery for a Toolbox Project to provide an open access, self-empowering, emotional wellbeing sign posting service and mental health prevention service across the six districts of South Staffordshire. The service is an Information and Advisory for people aged 16+ and is not a counsellor service as the people are not trained. They do not currently take people who are in secondary care and from organisations such as the Community Mental Health Services. However, people could be referred to Toolbox once they had finished their intervention with these services.
- People can self-refer for a Toolbox appointment or be referred through services and community groups. The meeting with the individual usually takes place within a community-based environment. It consists of 1hour discussion with the individual ending with a simple written print out on what they can in addition do going forward, signposting information and an action plan for the individual. 3 weeks later the individual will receive a follow up telephone call to see what progress has been made. This is the followed up again in 3months
- The Toolbox project also aims to support people to become volunteers, by way of offering assistance in order to gain qualifications, skills and experience. They also run workshops for volunteers to raise the awareness of Toolbox and the support Toolbox offers. These last for approx. 1.5- 2hours max and have to have a minimum of 6 people taking part.
- Toolbox information leaflets are available in GP surgeries and community services and copies were handed out to those present.
- Toolbox had received funding until August 2020 and was in discussion with the Big Lottery regarding potential future funding.

The Chair, JG, thanked JP for both presentations and the members responded in the normal manner.

10. Presentation by Claire Dearden, (CD), Medicines Optimisation Manager, Staffs and Stoke on Trent CCG's

CD had been invited to come and give an update regarding people to look into self-care and pharmacy first for treatment of common health conditions. There are 35 listed common health conditions that a pharmacist can give treatment for rather than trying to obtain a GP appointment. CD shared copies of posters and postcards with the group which listed the 35 conditions.

Further information can be found on the following website

<https://eaststaffsccg.nhs.uk/your-health/self-care>

Since the meeting the Secretary, JB, has gone onto the above website and although hasn't downloaded the videos has put below some other pertinent information.

Choose Self Care

When you're feeling ill with a minor illness like a cold or sore throat, or have picked up a minor injury, do you know how to treat the symptoms at home?

Health experts in Staffordshire are encouraging us all to take control of our health and wellbeing so we can get better sooner.

It's called 'self-care' and aims to empower us to know how to recognise symptoms, know how to treat them as soon they appear using over-the-counter medicines, and when to get more advice from a pharmacist or NHS 111.

Dr Helen Stokes-Lampard, GP in Staffordshire, said: "No one wants to have to wait for an appointment only to be told to go and see a pharmacist, but for many conditions that's what you need.

"What we want to do is to be able to give you the tools to spot symptoms, know how to treat them and when to get more advice.

"Self-care is just as it sounds, it's looking after yourself to the best of your ability when you have a medical problem, and there are a wide range of things you can do to help yourself and be ready for when minor illnesses and health issues start.

" You can start soothing things like sunburns, coughs and headaches, straight away with remedies in a well-stocked first aid kit and medicine cabinet. By treating common ailments with self-care, they can be resolved quickly, and you can get back to enjoying your life."

We recommend always having the following items at home – all for fewer than £10:

- *Painkillers such as ibuprofen and paracetamol*
- *Aspirin (should not be taken by children under 12)*
- *Antihistamines for allergies and hay fever*
- *Diarrhoea relief*

- Constipation relief
- Throat lozenges
- Antacids

Dr Helen added: "If you need any further advice, I would recommend visiting your local pharmacy, or if it is more urgent, call NHS 111.

"Both of these services are excellent options for dealing with any non-emergency medical concerns."

Dr Gill Hall is a community pharmacist in Staffordshire, she said: "Community pharmacists like me are your port of call when you need help or advice about health needs, we can talk through your symptoms, look at other medications you may be taking, and give you the best advice."

"There's no need for an appointment and you can talk to us in private, confidentially, and if we can't help, we'll direct you to the most appropriate local service."

NHS 111 is much more than a helpline. You can speak to fully trained advisors available 24 hours a day, 7 days a week, who can put you straight through to a relevant healthcare professional, including nurses, emergency dentists, or even GPs.

The advisors can also arrange face-to-face appointments, and if you are assessed as needing an ambulance, one will be sent directly.

NHS 111 online uses the same clinical algorithms as the 111-phone service, taking you through questions about your symptoms to receive tailored advice on what to do next and where to go.

For more information on how to treat minor medical concerns visit the [Self Care Forum](#) and the [NHS website](#).

Self-care advice for minor ailments

Some common conditions that people seek GP appointments for will get better within a short time or can be treated with over-the-counter medicines from a pharmacy.

For a wide range of minor ailments, your local pharmacist should be your first point-of-call because:



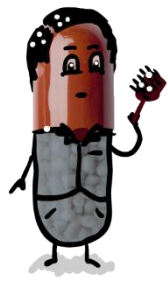



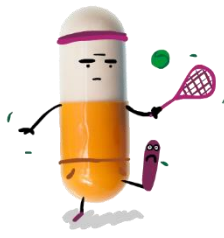






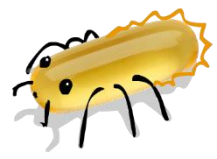


- *You don't need an appointment*
- *There are no waiting times*
- *You will see a clinician with expertise in minor ailments and their treatment*
- *You can have privacy if you would like it*
- *You can leave with appropriate treatment or therapy and guidance on how to use it*




So, from the beginning of September, pharmacies across Staffordshire and Stoke-on-Trent will no longer be offering the Minor Ailments Service free of charge. Instead, people will be offered self-care advice around how they can treat

their conditions using over-the-counter medicines.

This is in line with NHS England guidance and follows a national consultation which concluded last year. The consultation showed that 81% of respondents thought there should not be prescriptions issued for self-limiting conditions, and 72% thought they should not be issued if an over-the-counter remedy was easily available.

			
<u>Sore throat</u>	<u>Insect bites and stings</u>	<u>Cold sore</u>	<u>Mild acne</u>
			
<u>Conjunctivitis</u>	<u>Mild dry skin</u>	<u>Coughs and cold</u>	<u>Sunburn and sun protection</u>
			
<u>Cradle cap</u>	<u>Mild hayfever</u>	<u>Haemorrhoids</u>	<u>Minor burn or scald</u>
			
<u>Infant colic</u>	<u>Minor ailment-related pain</u>	<u>Mild cystitis</u>	<u>Mouth ulcer</u>

	<u>(eg headache)</u>		
			
<u>Mild dermatitis</u>	<u>Nappy rash</u>	<u>Dandruff</u>	<u>Oral thrush</u>
			
<u>Diarrhoea (adults only)</u>	<u>Ringworm</u>	<u>Athletes' foot</u>	<u>Dry or sore eyes</u>
			
<u>Teething or mild toothache</u>	<u>Earwax</u>	<u>Threadworms</u>	<u>Excessive sweating</u>
			
<u>Travel sickness</u>	<u>Headlice</u>	<u>Warts and verrucae</u>	<u>Indigestion and heartburn</u>

			
Fever especially in children	<u>Infrequent constipation</u>	<u>Infrequent migraine</u>	

Where a pharmacist can't help, they will direct you to the most appropriate local service for your need.

What if my symptoms don't improve?

Pharmacy

Pharmacists are medical experts and are able to offer advice and over-the-counter treatments for minor ailments like aches and pains, coughs and colds, infections and viruses, allergies, minor injuries, skin conditions and more, saving a visit to the doctor's surgery.

There's no need for an appointment and you can talk to them in private, confidentially, and will direct you to the most appropriate local service if you need further help.

NHS 111

NHS 111 is much more than a helpline. You can speak to fully trained advisors available 24 hours a day, 7 days a week, who can put you straight through to a relevant healthcare professional, including nurses, emergency dentists, or even GPs.

The advisors can also arrange face-to-face appointments, and if you are assessed as needing an ambulance, one will be sent directly.

[NHS 111 online](#) uses the same clinical algorithms as the 111phone service, taking you through questions about your symptoms to receive tailored advice on what to do next and where to go.

More help

Further information and advice on treating minor health problems with self-care is available on the [NHS website](#)

Find out more about the conditions for which over-the-counter medicines will [no longer be prescribed](#). Visit the [NHS England website](#) for a patient information leaflet (including an Easy Read version)

The members present suggested the following ways of communicating the messages:

- The cards distributed at the meeting to be not only in surgeries and pharmacies but other places such as dentists, hospitals, libraries, volunteer groups.
- Use of TV screens within surgery waiting rooms
- AG indicated that not long ago he had conjunctivitis and would have made a GP appointment not knowing the Pharmacy can treat it.
- Heet, Good Life, gave an explanation on what systems they use within the Pharmacy. This was echoed by KMcC of Dean and Smedley.

11. Any Other Business

- The Secretary, JB, raised the topic of the agreement to carry out a Patient Surgery. He handed out copies of the proposed survey questions and agreement was given by those present to go ahead.
- The Secretary, JB, raised the topic of “advertising” for new Forum members and handed out a suggested poster that could be distributed at the same time as the survey and copies put in the waiting room. Agreement reached by all those present.

12. Date of the Next Meeting

The next meeting will take place on Wednesday 20th November 2019 at 1pm in the Village Hall, Monk Street, Tutbury. The meeting was then closed by the Chair, JG, who thanked all members for their support and contributions to the discussions.

